

***Special Access
Performance Measurements
Report Requirements***

Attachment 2

***ILLINOIS
Performance Measures***

Special Access Performance Measurements Report Requirements

Ordering**Measure 1****Title:** FOC Timeliness

Area	Requirement Description
Description:	The Firm Order Confirmation (FOC) is ILEC's response to an access customer's Access Service Request (ASR), whether an initial or supplement ASR, that provides the customer with the specific Due Date on which the requested circuit or circuits will be installed. The performance objective for FOCs issued within the standard interval is expressed as a percentage of the total FOCs issued during the reporting period.
Method of Calculation:	$\frac{\text{(Number of FOCs where the sent date/time minus the received date/time is less than or equal to the standard)}}{\text{(Number of FOCs Sent in Reporting Period)}}$
Report Period:	Monthly (See Rules Below)
Report Structure:	IEC Intrastate
Reported By:	Combined interface type: <ul style="list-style-type: none"> • DS3 and above and DS1 and below
Geographic and Aggregation Levels:	SBC Midwest Region/combined, all-customer data
Exclusions:	<ul style="list-style-type: none"> • Unsolicited FOCs. • Disconnect ASRs. • Cancelled ASRs. • Record ASRs. • New Cell Sites. • Project. • Sonet • Meet Point Billing. • DOC requests. • Deposit requests. • DS3 where no facilities exist. • Frame Relay (VD & XD) ASR types
Business Rules:	<ul style="list-style-type: none"> • Upon receipt of a complete and accurate ASR (App Date) the Access Service Center (ASC) will release a FOC to the customer verbally, manually or electronically within a specified time period. FOC response is traditionally transmitted in same manner ASR was received. • Order receipt time is adjusted to 8:00 A.M. of the next Business Day when orders are received outside of regular business hours (3:00 P.M. Central Time). • This data represents the percentage of orders for which a confirmation is provided to the carrier within specified time guidelines which are: ≤ 24.00 hours for DS1 and ≤ 72.00 hours for DS3. • Track for business days only.
Notes:	

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Provisioning

Measure 2

Title: Provisioning On Time Delivery (OTD)

Area	Requirement Description
Description:	This metric measures the percent of orders completed on or before the confirmed commitment date.
Method of Calculation:	(Number of Orders where the Order completion date is on or before the order confirmed due date or completed after the confirmed due date due to non-Company reasons) / (Number of orders completed for product group) x 100
Report Period:	Monthly or Quarterly (See Rules Below)
Report Structure:	IEC Intrastate
Reported By:	Combined interface type: <ul style="list-style-type: none"> • DS3, DDS, VG (quarterly) • DS1 (monthly)
Geographic and Aggregation Levels:	Illinois/combined, all-customer data
Exclusions:	<ul style="list-style-type: none"> • Non-Access Services. • Company initiated orders. • No access and lost access. • Reporting Carrier Test Orders. • Disconnect Orders. • Reporting Carrier Administrative orders. • Record Orders. • Orders that are not complete. (Orders are included in the month that they are completed) • Cancelled orders. • Meet point orders (multi-LEC). • Orders not completed on due date due to deregulated wiring activities. • Customer misses.
Business Rules:	<ul style="list-style-type: none"> • For reporting purposes, each circuit is counted as a separate order, even if multiple circuits are ordered at the same time. • For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").
Notes:	

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Provisioning**Measure 3****Title:** Installation Quality (NCFR Trouble Reports)

Area	Requirement Description
Description:	This metric measures the percent of circuits installed where a customer initiated a reported trouble in the network within 30 days of order completion.
Method of Calculation:	(Number of trouble reports received on circuits installed within 30 days of order completion) / (Total circuits installed in calendar month) X 100
Report Period:	Monthly or Quarterly (See Rules Below)
Report Structure:	IEC Intrastate and Interstate Access Customer
Reported By:	Combined interface type: <ul style="list-style-type: none"> • DS3, DDS, VG (quarterly) • DS1 (monthly)
Geographic and Aggregation Levels:	Illinois/combined, all-customer data
Exclusions:	<ul style="list-style-type: none"> • Non-Access Services. • Trouble reports closed to Inter-exchange Carriers (IEC). • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Reports to conduct cooperative testing where no ILEC trouble exists. • Troubles reported by Company employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Trouble reports closed to Customer Premise Equipment (CPE). • Information type reports. • Company initiated orders. • Repeated Reports. • Canceled Trouble Tickets.
Business Rules:	<ul style="list-style-type: none"> • For ILEC Network Failures include maintenance disposition codes: <ul style="list-style-type: none"> • Came Clear • Central Office • Cable Facilities • No Trouble Found • Test Okay • Station/SBC Equipment on Premise • Serving Bureau/Premise Equipment Adjusted Remotely • Non-Plant Specific/Non-Circuit Specific Trouble • Include only New Service (order action code "Add") • Completed orders only
Notes:	

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Maintenance**Measure 4**

Title: Customer Trouble Report Rate (FF or Failure Rate)

Area	Requirement Description
Description:	This metric measures the total number of customer reported troubles received within a calendar month per 100 circuits in service.
Method of Calculation:	(Total number of measured customer trouble reports) / (Number of circuits in service) x 100
Report Period:	Monthly or Quarterly (See Rules Below)
Report Structure:	IEC Intrastate and Interstate Access Customer
Reported By:	Combined interface type: <ul style="list-style-type: none"> • DS3, DDS, VG (quarterly) • DS1 (monthly)
Geographic and Aggregation Levels:	Illinois/combined, all-customer data
Exclusions:	<ul style="list-style-type: none"> • Non-Access Services. • Trouble reports closed to Inter-exchange Carriers (IEC). • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Reports to conduct cooperative testing where no ILEC trouble exists. • Troubles reported by Company employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Trouble reports closed to Customer Premise Equipment (CPE). • Information type reports. • Canceled Trouble Tickets.
Business Rules:	<ul style="list-style-type: none"> • For ILEC Network Failures include maintenance disposition codes: <ul style="list-style-type: none"> • Came Clear • Central Office • Cable Facilities • No Trouble Found • Test Okay • Station/SBC Equipment on Premise • Serving Bureau/Premise Equipment Adjusted Remotely • Non-Plant Specific/Non-Circuit Specific Trouble
Notes:	

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Report Requirements

Maintenance**Measure 5****Title:** Trouble Duration Intervals (MTTR)

Area	Requirement Description
Description:	This metric measures the average trouble duration interval (Mean Time to Restore-MTTR) from trouble receipt to trouble restoral.
Method of Calculation:	(Total duration of customer trouble reports) / (Total number of customer trouble reports)
Report Period:	Monthly or Quarterly (See Rules Below)
Report Structure:	IEC Intrastate and Interstate Access Customer
Reported By:	Combined interface type: <ul style="list-style-type: none"> • DS3, DDS, VG (quarterly) • DS1 (monthly)
Geographic and Aggregation Levels:	Illinois/combined, all-customer data
Exclusions:	<ul style="list-style-type: none"> • Non-Access Services. • Trouble reports closed to Inter-exchange Carriers (IEC). • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Reports to conduct cooperative testing where no ILEC trouble exists. • Troubles reported by Company employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Trouble reports closed to Customer Premise Equipment (CPE). • Information type reports. • No access (customer has denied access for some reason or customer has not provided needed information) and delayed maintenance (access is available but customer has okayed a delay). • Stop-clock basis (e.g., the clock is stopped when Carrier testing is occurring, the Reporting Carrier is awaiting carrier acceptance, or the Reporting Carrier is denied access). • Customer delay caused by customer refusal of ILEC offered appointment. • Canceled Trouble Tickets.
Business Rules:	<ul style="list-style-type: none"> • For ILEC Network Failures include maintenance disposition codes: <ul style="list-style-type: none"> • Came Clear • Central Office • Cable Facilities • No Trouble Found • Test Okay • Station/SBC Equipment on Premise • Serving Bureau/Premise Equipment Adjusted Remotely • Non-Plant Specific/Non-Circuit Specific Trouble
Notes:	